

## CURRICULLUM VITAE

### PETER PREM PADMAN

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## **PROFILE**

A passionate & results-oriented leader with over 25 years of global expertise in the hospitality industry. Have a consistent record of delivering creative marketing strategies that lead to increased sales and controlled cost management. Possess strong leadership skills building teams that have a focus on customer service & relations. Fluent in seven languages.

Competencies include: strategic thinking, customer centric, persuasive team player, excellent communication skills, change agent, strong inter-personal skills, charismatic leadership capabilities, strong commercial sense and business acumen.

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## **Experience**

### **HATTEN PLACE MELAKA**

General Manager

**2020 (Dec) – 2021 (June)**

Hotel closed due to Pandemic

Reporting to Managing Director (Owner), key areas of responsibility include:

- Formulate a re-opening operational plan and strategy
- Created a change management strategy to transform Hatten Place into a preferred employer with a strong customer focus – “The New Culture”
- Operational management of hotel and workforce

### **Achievements**

- Re-Opening Game Plan 2021
- Obtained approval from owners on re-opening plan and strategy that Hatten Place would be The Fun Place To Be In
- Approval stamped for a 5-day work week project paper
- Reduce proposed manning by 8% with the 5-day work plan
- Created Energy Saving program for the sister hotel – Estadia Hotel
- Identified Buyers Persona for Hatten Place and Estadia Hotel

### **SUNWAY RESORT HOTEL & SPA Cluster Director of Food & Beverage**

**2019 (Apr) – 2020 (Oct)**

Reporting to Cluster General Manager, key areas of responsibility include:

- Motivating and training the F & B Team with innovative ideas and skills
- Managing Food Safety & Hygiene Management Systems
- Lead F&B team to deliver high levels of customer satisfaction and achieve quarterly revenue targets
- Manage Calendar of Monthly Events
- Create marketing campaigns to generate revenue during Pandemic
- Team member in executing renovations blue-print for up-coming Gordon Ramsay's Restaurant

### **Achievements**

- Increased the Employee Engagement Survey by 29 points in the F & B Department
- Re-instated Sunway Resort's Clio Hotel as a 4 star property in 2019 grading for 2020
- Created the Inter Departmental Cocktail Competition for Festive Cocktails
- Created the Canopy Style Romantic Poolside Dining, Wine Makers' Night – resulting to incremental revenue of RM145,000 in one month
- Initiated the Christmas Tree Lighting Ceremony - The Greatest Showman
- Recognized by CEO, Andre Scholl for the most remarkable & creative set-ups for the Area General Managers' Conference 2019
- Achieved highest number of covers of 420 and 395 for Mother's Day and Father's Day respectively in 5 years

**FOUR POINTS BY SHERATON SANDAKAN  
General Manager**

**2016 (Mar) – 2018 (Nov)**

Reporting to SVP Starwood & Market VP, Marriott (upon merger with Marriott) key areas of responsibility include:

- Creating annual budgets for the hotel that was in the Travel Advisory zone – achieving profit in 2017
- Establish marketing strategy to be recognized as Sandakan's preferred hotel
- Marketing Hotel offerings at Travel Marts/Expos in Australia, New Zealand, India and West Malaysia
- Negotiating best rates with OTAs and placed on the top 3 (Sandakan) and top 10 (Sabah)
- Established Four Points as The Wedding Venue in Sandakan – publicity with influencers
- Ensure guest satisfaction and respond to online reviews
- Manage the Brand Standards of Four Points with un-announced audits
- Increase Corporate Segment & Online Travel Agents

**Achievements**

- Delivered profit to owners after 5 years of operation (and being in the red)
- Listed as #1 hotel on OTA Platforms as Sandakan's preferred hotel
- Record breaking media appearances of 3-4 articles per week
- Charity Gala Dinner for Duchess of Kent Hospital Children's Ward raising RM140,000
- Conducted 3 successful Management Retreats and Team Building sessions
- Awarded for lowest turnover in headcount by Marriott APEC

**IMPIANA RESORT CHERATING  
General Manager**

**2015 (June) – 2016 (Mar)**

Reporting to Owner, key areas of responsibility include:

- Initially sent to oversee Impiana Hotel Ipoh and transferred to Impiana Resort Cherating
- Closure of Impiana Resort Cherating
- Managed the shutdown of hotel operations including staff redundancy communications and inventory disposal
- Conducted a Closure Motivational/Emotional Building Session
- Communicating with Corporates, OTAs and Government Institutions on the closure

**Achievements**

- Conducting Interviews carried out by 12 other properties in the region to absorb staff after closure
- Maintained morale of associates through fun team building, 1 final annual staff dinner

**LE QUADRI HOTEL  
General Manager**

**2014 (Aug) – 2015 (May)**

Reporting to Founder and Chairman UCSI University

**Achievements**

- Successfully set up the hotel on known booking platforms (Agoda & Booking.com)
- Converted hotel from a hostel style accommodation to semi-serviced hotel

**SERI PACIFIC HOTEL KL (Former Best Western Premier)      2008 (June) – 2014 (May)**  
**Director of Operations**  
Reporting to Managing Director Residence Hotels and Resorts

**Achievements**

- Carried out 2 major charity and auction events in aid of 'Tsunami in Japan' and 'Typhoon in Philippines' with major appearances on local TV and press
- Organized a musical-fine dining event and was awarded 'Winner F & B Fine Dining' (2012) by Chaine Des Rotisseurs

**EASTIN HOTEL PJ      2006 (Mar) – 2008 (June)**  
**Director of F & B/EAM**  
Reporting to Managing Director

**Achievements**

- Finalist of Hospitality Asia Platinum Awards (HAPA) Executive Assistant Manager (EAM) of the Year (Malaysia) 2006-2007
- Introduced interactive and celebrations for major events such as Ramadan Breaking of Fast with over 700 covers and Chinese New Year reunion dinners with over 1000 covers
- Promoted from Director of F & B to EAM prior to job confirmation due to performance and leadership. Recognized for my sense of Ownership and Accountability.

**SHANGRI-LA'S GOLDEN SANDS RESORT      2003 (Dec) – 2006 (Mar)**  
**F& B Manager**

Reporting to Hotel Manager

**Achievements**

- Winner of Hospitality Asia Platinum Awards (HAPA) F & B Personality of the Year (Malaysia) 2005-2006
- Sigi's by the Sea was making annual losses – managed to turn around the outlet to make an annual profit of 23% (acknowledged by Shangri-la's head office in Hong Kong)
- Recognized for putting a hard-core Unionized F & B Team together to understand the priorities in rendering Guest Services & getting positive Guest Feedback (incremental Index)

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**Educational Background**

Hotel & Tourism School Les Roches, Switzerland  
Diploma in F & B Management 1984 (Distinction)/1985 (Merit)  
Diploma in Hotel Management & Tourism 1986

University of London  
Certificate in Brand Management  
2020

University of Illinois at Urbana-Champaign  
Certificate in Marketing in a Digital World  
2020

University of California-Davis  
Certificate in Search Engine Optimization Fundamentals  
2020

**Additional Training**

Train The Trainer (Ramada) 1987  
Supervisory Workshop (Singapore Mandarin) 1990  
Coaching & Counselling (Southern Pacific Hotels Corp, Aust) 1995  
Balance Score Card (Shangri-la) 2004  
Achieving Performance Excellence (Shangri-la) 2004  
Master Trainer Shang-Care-4 (Shangri-la) 2005

**Awards**

F & B Personality of the Year 2005/2006 - Winner  
EAM Personality of the Year 2007/2008 - Nominee

**Languages**

Bahasa Malaysia - Professional  
English - Professional  
French – Written/Spoken  
German - Spoken  
Tamil – Spoken  
Malayalam – Spoken  
Hokkien (Dialect) – Spoken

**HOBBIES**

Swimming, Piano (Pianoforte Grade VI) & Listening To Music, Cooking, Entertaining, Travel

**REFERENCES**

Available Upon Request